

**Q: How long will it take to get my prescriptions?**

**A:** You can expect your order to arrive at your U.S. postal address within 10 days. To make sure you receive your refills before your current supply runs out, re-order at least two weeks before you need your refill — and you may want to allow a few extra days for APO/FPO delivery.

**Q: Where will my prescription order be delivered?**

**A:** Your prescription will be mailed to any U.S. postal address, including temporary addresses, APO and FPO. If you are assigned to an embassy and do not have an APO/FPO address, you must use the official Washington, D.C., address. Prescriptions cannot be mailed to a private foreign address.

**Q: Why did I get this package of information, and my neighbor — who is also a TRICARE beneficiary — did not?**

**A:** You received this informational packet because you currently use NMOP, and the change to Express Scripts will affect you. If your neighbor also uses NMOP, his or her package may be delayed in the mail and should arrive within the next few days. If your neighbor does not use NMOP, he or she will not receive this information package.

# READ ME FIRST

**THIS PACKET CONTAINS IMPORTANT INFORMATION  
ABOUT YOUR**

## **DEPARTMENT OF DEFENSE PRESCRIPTION DRUG BENEFIT**



Dear TRICARE Beneficiary:

Effective 1 March 2003, your Department of Defense National Mail Order Pharmacy (NMOP) will change to the TRICARE Mail Order Pharmacy (TMOP) with a new provider, Express Scripts.

Express Scripts is one of the nation's leading prescription benefit managers, processing more than 400 million prescriptions annually and serving the needs of one out of every six people in the United States.

You are receiving this informational packet because this change will affect you.

**Your prescription drug benefit is not changing. Only the provider is changing.**

With Express Scripts:

- You will still be able to fill new prescriptions by mail and order refills by mail, by phone or online.
- Your prescriptions will continue to be mailed directly to the U.S. postal address you specify, including APO/FPO and U.S. Embassy addresses.
- Your copayments will not change.
- Standard shipping to U.S. postal addresses will continue to be free.

### **Questions?**

See the following pages for answers to questions you may have about the change to Express Scripts.

# ANSWERS TO YOUR QUESTIONS ABOUT THE TRANSITION TO EXPRESS SCRIPTS

## What Will Change?

What will change are the ordering address for your prescription drug needs, your customer service phone number and the Web site. See “Contact Us” on the back cover of the enclosed *TRICARE Mail Order Pharmacy Beneficiary Guide* for details.

## What Do You Need to Do?

Take these steps to help ensure a smooth transition:

### Do This Now

- ☐ Review the enclosed *TRICARE Mail Order Pharmacy Beneficiary Guide*.
- ☐ Make sure your Defense Enrollment Eligibility Reporting System (DEERS) profile is up to date. To contact DEERS, see page 10 of the *Beneficiary Guide* or call 800.538.9552.

### To Refill a Prescription for a Controlled Substance or a Compounded Drug

- ☐ Get a new prescription from your doctor.
- ☐ Complete the Mail Order Registration Form attached inside the enclosed *Beneficiary Guide*.
- ☐ Insert the form, your prescription and payment (by credit card [preferred], check or money order) in the pre-addressed, postage-paid envelope and mail it.

### To Fill a New Prescription as of 1 March 2003

- ☐ Complete the Mail Order Registration Form attached inside the enclosed *Beneficiary Guide*.
- ☐ Insert the form, your prescription and payment (by credit card [preferred], check or money order) in the pre-addressed, postage-paid envelope and mail it.

### About Your Refills

*Beginning 1 March 2003, you will need to get a new prescription and send it to Express Scripts if either of the following applies:*

- You are currently taking a Controlled Substance.*
- You are currently taking a Compounded Drug.*

## What Else Should You Know?

### Q: Is my prescription drug benefit changing?

**A:** No. The change to Express Scripts does not change the benefits you or your family members receive as TRICARE beneficiaries.

### Q: Is my formulary changing?

**A:** No. The formulary will not change with TMOP.

### Q: What will happen to my prescription records?

**A:** Your prescription records will automatically transfer to Express Scripts in March 2003.

### Q: What if I need to order a new prescription between now and 1 March 2003? Should I send my order to Express Scripts or to NMOP?

**A:** You should continue to send your orders to NMOP until 28 February 2003. On 1 March 2003, begin sending your orders to Express Scripts.

*NOTE: Do not use the pre-addressed, postage-paid order form included in the enclosed Beneficiary Guide before 1 March 2003.*

### Q: What if I have refills left at NMOP after 1 March 2003? Do I need to get new prescriptions from my doctor?

**A:** Probably not. However, you will need to get a new prescription and send it to Express Scripts if any of the following applies:

- You are taking a Controlled Substance
- You are taking a Compounded Drug

Beginning 1 March 2003, you may send your new prescriptions to Express Scripts using the Mail Order Registration Form included in the enclosed *Beneficiary Guide*.

### Q: What if I have an unpaid balance or a credit due to me at NMOP?

**A:** Outstanding balances and credits will not transfer to Express Scripts. You will need to resolve these with NMOP, 800.903.4680.

### Q: Are there changes in the way I will pay for prescriptions?

**A:** No. As always, you should pay for your prescription or refill when you order. You may pay by credit card (preferred), personal check or money order. (Accepted credit cards: American Express, Discover, MasterCard and Visa).

To protect your privacy, credit card information you have on file with NMOP will not transfer to Express Scripts. You will need to provide your credit card information the first time you order from Express Scripts. After that, your credit card information will be kept on file and used for your future shipments.

### Important Note:

*If you are taking a Controlled Substance or using a Compounded Drug, you will need a new prescription.*